


EFTPOS

Quick Start Guide | D210E

Follow these simple steps to get your terminal ready to take payments.

Step 1: Switch on

Turn on the terminal by holding the  button on the terminal. The terminal will go through a start up sequence.



Power button

Step 2: Connect to the payment network

Your D210E terminal will already be connected via 3G. You can also set up using Wi-Fi or Ethernet when using the optional base station (instructions overleaf).


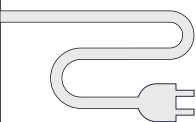
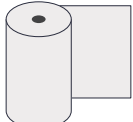
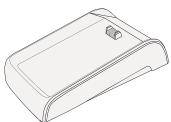
Received a replacement terminal?

If you are replacing an existing D210E terminal you'll need to call us before you can transact. Contact our technical support team on **1300 362 812** and we will guide you through the rest of the setup.

Step 3: Pair your device with your software

If you ordered your terminal to work with your integrated software solution, the terminal will need to be paired with your software. Refer to your Ezidebit welcome email or contact your software provider for instructions.

What's in the box*

			
D210E Terminal base unit	Charging cable	Pre-loaded paper roll	Optional base station

**If this is a replacement terminal you may need to use the cables from your existing terminal.*

Need help?

To find the answers to some common questions about your terminal visit: **ezidebit.com.au/eftpos**. Alternatively, you can reach Ezidebit support on **1300 362 812**.

Basic troubleshooting

Is your terminal unable to access the network?

Press **MENU > MANUAL LOGON**

Is your terminal connecting to the payment network?

If you can successfully perform a manual login, but still cannot transact, please contact our technical support team on **1300 362 812** and we will guide you through the next steps.

How do I get more paper rolls?

You can get more paper rolls by calling us on **1300 362 812** and following the prompts to Ezidebit account support.

The printer isn't printing?

Check the paper roll has been put in the right way up. Make sure the printer cover is closed.

Automatic Terminal Settlement

A nominated settlement time is stored in the terminal (typically 7pm AEST) - automatic terminal settlement occurs only once per day. The terminal will connect to the network and process a settlement automatically. A detailed receipt is printed for your records. This process settles all transactions from that day to its host and reconciles. Funds settlement will happen as per your existing set up.

If you need to change your automatic settlement time please call **1300 362 812** and follow the prompts to Ezidebit account support.

Purchase

- If you are using your terminal independent of any software, key in the purchase amount and press **ENTER**, or
 - If your terminal is paired to your software, the purchase amount will automatically appear on the screen
- Present the terminal to the customer. They will be prompted on the screen to **PRESENT / INSERT**
- The customer should insert or tap their card
 - Insert - the customer should follow the screen prompts to select account and enter PIN
 - Tap - for transactions over \$100 the customer will be prompted to enter their PIN
- Terminal displays **ACCEPTED** or **DECLINED** result
- The receipt will be offered to the customer.

If you have set up **TIPPING** or **CASH OUT**, you will need to enter the amounts before presenting the terminal to the customer. The total amount of the transaction will show.

Refunds

To process a refund you will need to enter your **REFUND PIN**. Please contact Ezidebit account support on **1300 362 812** to set up your dedicated refund PIN.

- Select **TRANS**
- Select **REFUND**
- Type in the **REFUND** amount and press **ENTER**
- Enter your **REFUND PIN**

The remainder of the transaction is as per steps 2-5 of **Purchase**

Changing your Terminal Network Connection

You can change how your terminal connects to the internet by following the instructions below:

3G Connection

- Select **MENU**
- Select **MISCELLANEOUS (7)**
- Scroll **DOWN** and select **COMMS SETTINGS (8)**
- Select **CHANGE COMMS TYPE (6)**
- Select **3G GPRS**
- Your terminal will reboot
- Your terminal is now ready to take payments via a 3G connection

Wi-Fi Connection

- Select **MENU**
- Select **MISCELLANEOUS (7)**
- Scroll **DOWN** and select **COMMS SETTINGS (8)**
- Select **CHANGE COMMS TYPE (6)**
- Select **Wi-Fi**
- Your terminal will reboot
- Select **SCAN** – your terminal will scan for available Wi-Fi networks
- Select your Wi-Fi network
- Enter your Wi-Fi password
- Your terminal is now ready to take payments via the connected Wi-Fi network

*Note: It's advised not to connect to a public Wi-Fi network.

Base Ethernet Connection

- Select **MENU**
- Select **MISCELLANEOUS (7)**
- Scroll **DOWN** and select **COMMS SETTINGS (8)**
- Select **CHANGE COMMS TYPE (6)**
- Select **BASE ETHERNET**
- Your terminal will reboot
- Place your terminal onto your base station
- Select **QUICK**
- The screen will display "Terminal will connect to B210_XXXX"
- Check this corresponds with your B210 unit – Press **YES** to confirm
- Your terminal is now ready to take payments via Bluetooth from your base station. Your base station will need to be connected to the internet to take payments.

Common Admin Functions

Manual logon: MENU > MANUAL LOGON

Reprint last receipt: MENU > REPRINT

Changing receipt font size: MENU > MISCELLANEOUS > PRINTER OPTION > PRINTER FONT

Press **YES** to change font size

Press **CANCEL** to return to your idle screen

Loading Paper

- Pull printer cover release flap to open the printer bay.
- Remove existing roll core and place new roll into printer. The tongue of the paper should be feeding up from underneath and out towards the top of the terminal.
- Pull out the tongue of the paper roll so it is coming out of the feeder and close the printer cover.